

Environmental Protection Performance and Customer Service Standards

Requests For Service

Standard	Target			Performance		
	2004/5	2005/6	2006/7	2004/5	2005/6	2006/7
To respond to complaints about noise and environmental nuisances within 3 working days of receipt	98%	98%	98%	96.0%	94.4%	95.7%
To get continually ringing intruder alarms turned off on the same day they are reported to us (new target for 2006)	-	-	80%	-	-	83%
To respond to any request for information about asbestos, radon or local land quality within 5 working days of receipt	98%	98%	98%	97.0%	98.3%	100%
To solve or improve as great a proportion of complaints about nuisance made to us as we can based on the customers opinion of the outcome	-	55%	55%	66.6%	66.6%	69.2%
To respond to requests for service with a speed that customers consider either good or very good	-	-	-	76.6%	70.9%	68.6%
To provide information to customers that they consider either good or very good	-	-	-	67.7%	66.6%	72.2%
To ensure that customers can contact us with an the ease they consider good or very good	-	-	-	80%	83.5%	75.9%

Industrial Air Pollution Control

Standard	Target			Performance		
	2004/5	2005/6	2006/7	2004/5	2005/6	2006/7
To ensure that improvements recommended in government guidance for reducing emissions from industrial sites are made on time	-	75%	75%	-	69%	99%

Preventing health impacts from land contaminated by historical industrial use

Standard	Target			Performance		
	2004/5	2005/6	2006/7	2004/5	2005/6	2006/7
To have completed investigations into all 141 potentially contaminated sites that have been identified as posing a possible risk to public health	-	79%	79%	-	79%	80%

Responding to planning and licensing applications in a timely manner

Standard	Target			Performance		
	2004/5	2005/6	2006/7	2004/5	2005/6	2006/7
To provided a comprehensive response to all applications within 21 days of receipt	87%	90%	90%	99.4%	99.7%	100%